

# System Mapping

The purpose of the System Mapping activity is to develop a flow chart detailing the movement of data, information, reports, and documentation throughout the criminal justice process for a domestic violence case. Participants start at the beginning of a domestic violence incident and document each step of the criminal justice system response.

In-Person	Virtual
<b>Tools:</b> <ul style="list-style-type: none"> <li>• Conference room or group meeting space</li> <li>• Whiteboard, wall space, or large drawing paper</li> <li>• Colored markers or pens</li> <li>• Sticky notes</li> </ul>	<b>Tools:</b> <ul style="list-style-type: none"> <li>• Online meeting space such as Zoom</li> <li>• Whiteboard application such as Jamboard</li> </ul>
<b>Instructions:</b> <ol style="list-style-type: none"> <li>1. Identify a coordinator or facilitator (either an outside facilitator or someone from the team) to draw the first macro points of the criminal justice process. <ul style="list-style-type: none"> <li>○ Example: CRIME OCCURS → EMERGENCY DISPATCH → PATROL RESPONSE → INVESTIGATION → ARREST → BOOKING → ARRAIGNMENT and so on.</li> </ul> </li> <li>2. Break up into groups or pairs, distribute sticky notes and colored markers, and assign each group to a macro point.</li> <li>3. Breakout groups should discuss the sub-steps of each macro point. What sequence of actions occurs at each macro point? Are there actions that occur between the macro points? Write each sub-step on a sticky note and place it under its macro point on the map or type this information into the online whiteboard. <ul style="list-style-type: none"> <li>○ Example: EMERGENCY DISPATCH → OPERATOR ANSWERS → INFORMATION TRANSFERRED → DISPATCH ASSIGNS PATROL OFFICER</li> </ul> </li> </ol>	<b>Instructions:</b> <ol style="list-style-type: none"> <li>1. Identify a coordinator or facilitator (either an outside facilitator or someone from the team) to set up macro points of the criminal justice process on separate pages of the virtual whiteboard. <ul style="list-style-type: none"> <li>○ Example: CRIME OCCURS → EMERGENCY DISPATCH → PATROL RESPONSE → INVESTIGATION → ARREST → BOOKING → ARRAIGNMENT and so on.</li> </ul> </li> <li>2. If working with a large group, consider splitting up into smaller breakout groups.</li> <li>3. Breakout groups should discuss the sub-steps of each macro point. What sequence of actions occurs at each macro point? Are there actions that occur between the macro points? Type this information into the virtual whiteboard under its macro point. <ul style="list-style-type: none"> <li>○ Example: EMERGENCY DISPATCH → OPERATOR ANSWERS → INFORMATION TRANSFERRED → DISPATCH ASSIGNS PATROL OFFICER</li> </ul> </li> </ol>

<p>4. Breakout groups should next discuss what micro points occur within each sub-step. What adjacent actions occur within the sequence? For example, under CALL TO 911, at what sub-step is an ambulance called? Who dispatches the ambulance? Write each micro point on a sticky note, and place them by the sub-step on the map or type this information on the whiteboard. Draw a line between the micro point and sub-step.</p> <p>5. Breakout groups should identify points in the process where data, information, reports or documentation changes hands or is transferred to another agency. With a different colored marker, write who gives the information, who receives the information, and how the information is transferred on the whiteboard.</p> <p>6. As a large group, review the map and discuss the flow of information. Are there any sub-steps missed? Are there other points where information is exchanged or skips from one macro point to another? Reflect on these together and take detailed notes about what you find. What you learn from doing this activity together will help in the planning and implementation process.</p>	<p>4. Breakout groups should next discuss what micro points occur within each sub-step. What adjacent actions occur within the sequence? For example, under CALL TO 911, at what sub-step is an ambulance called? Who dispatches the ambulance? Type this information on the whiteboard beside its sub-step. Draw a line or arrow between the micro point and sub-step.</p> <p>5. Breakout groups should identify points in the process where data, information, reports, or documentation changes hands or is transferred to another agency. Using a different colored text or font type who gives the information, who receives the information, and how the information is transferred on the whiteboard.</p> <p>6. As a large group, review the map and discuss the flow of information. Are there any sub-steps that were missed? Are there other points where information is exchanged or skips from one macro point to another? Reflect on these together and take detailed notes about what you find. What you learn from doing this activity together will help in the planning and implementation process.</p>
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This System Mapping activity was inspired in part by the Case Processing Flow Charts tool on page 13-32 of The Praxis Safety & Accountability Audit Toolkit by Praxis International. Praxis International (2005). *Tool #1: Case processing flow charts*. The Praxis Safety and Accountability Audit Toolkit (pp. 13-32). <https://praxisinternational.org/product/praxis-safety-accountability-audit-toolkit/>